

Tasks Support Personnel CAN perform:

In order to provide reasonable guidelines for firms, affiliated licensees and support personnel, but without defining every permitted or prohibited activity, the Commission has identified the following tasks that support personnel may perform: [Reference Rule 520-1-.07\(6\)\(e\)](#)

- 1) Answer the telephone and forward calls and emails to a licensee;
- 2) Submit data on listings to a multiple listing service;
- 3) Check on the status of loan commitments after a contract has been negotiated;
- 4) Assemble documents for closings;
- 5) Secure documents that are public information from a courthouse and other sources available to the public;
- 6) Have keys made for firm listings and install or remove lock boxes from firm listings;
- 7) Write advertisements and promotional materials for the approval of the firm and any affiliated licensee;
- 8) Place advertisements in the media as defined in Rule 520-1-.09 (1) (b) and as directed by the firm;
- 9) Record, and deposit earnest money, security deposits, and rents;
- 10) Type contract forms as directed by the firm or affiliated licensee of the firm;
- 11) Monitor personnel files and license reports from the Commission;
- 12) Compute commission checks;
- 13) Place signs on real estate and remove such signs;
- 14) Order items of routine repair as directed by the firm or affiliated licensee;
- 15) Act as courier for such purposes as delivering documents or obtaining documents and keys;
- 16) Schedule appointments with an owner or an owner's agent in order for a licensee to show listed real estate;
- 17) Arrange dates and times for inspections;
- 18) Arrange dates and times for a mortgage application, a pre-closing walk through, or a closing;
- 19) Schedule an open house;
- 20) Accompany a licensee to an open house or a showing only for security purposes;
or
- 21) Perform physical maintenance on real estate.

Unlicensed support personnel or inactive licensed support personnel shall not hold themselves out in any manner, orally or in writing, as being actively licensed or affiliated with a particular firm or real estate broker as a licensee.